

AR-3 & Mental Health Crises



- •In October 2020, PPD shot & killed man in crisis
- Widespread protest & call to better identify and respond to 911 calls for people in crisis
- Direct to treatment, not jail or worse
- Citywide response, including extensive training of police and 911 dispatchers

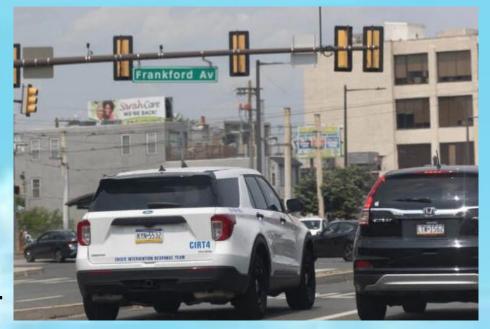


More PPD Training & Resources

- All PPD officers and dispatchers underwent Crisis Intervention
 Team training
 - •How to effectively interact with, de-escalate those in crisis
- PPD deployed CIRTs
 - Vehicles with 2 CIT-trained officers and mental health worker



NAMI.org



CIRT

Alternative Response Unit 3



- •In August 2023 PFD deployed AR-3
- Partnership with MDO, DBHIDS
- ALS squad with CIT-trained medic
 & behavioral health specialist
- Place in, or refer to, mental health facilities and resources
- Transport special population 302s



How is AR-3 Dispatched?

- •FCC dispatches ambulance & AR-3
- •AR-3 self dispatches on select incidents
- Responds to requests from EMS Operations
- External requests from PPD, community partners, DBHIDS Mobile Crisis Teams via 988
- Follow up on established clients

What is AR-3's Work Flow?

- Operates from 9am to 7pm 7 days a week
- Medical clearance by paramedic
 - Guided by Crisis Response Center (CRC) requirements
- •If acute medical issue, to ED
- •Otherwise behavioral health specialist engages individual to determine resources needed
 - Connection to services
 - Transport to CRC

What is AR-3's Work Flow?

- AR3A is an ambulance staffed by Advanced EMT and EMT, used to transport the medically frail
- ADA-compliant wheelchair van
- All staff CIT-trained



AR-3 by the Numbers

Between Aug 1, 2023, to present: 631 responses

- 210 no patient contact
- 421 patient contacts
 - 212: To CRC via ED
 - 158: Direct to CRC
 - 42: Refusals
 - ■9: Left the scene

Moving Forward

- Currently only operates in section of North Philadelphia
- Need additional funding to make citywide
- Close connection between behavioral health, substance use disorder, and maternal health/post-partum care
- Ideally will progress to model of having alternative responses units supplied and staffed to address all of these issues



ANCHORAGE FIRE DEPARTMENT MOBILE CRISIS TEAM

MICHAEL LEVY MD, FAEMS, FACEP, FACP
CHIEF MEDICAL OFFICER
ANCHORAGE AREAWIDE EMS
MEDICAL DIRECTOR ANCHORAGE FIRE DEPT

Mission Statement:

 The AFD Mobile Crisis Team (MCT) provides a mobile crisis response with a specialized interdisciplinary team to respond to behavioral health crises and provide support and services to all individuals within the Municipality of Anchorage with compassion and collaboration.

Values:

- <u>Diversity, Equity, and Inclusion:</u> We will honor diverse lived experiences and perspectives, emphasize social inclusion, and provide equitable opportunities through engagement and purposeful involvement.
- Compassion: We will listen and acknowledge without judgment. We will treat others with respect and dignity.
- <u>Trauma informed:</u> We will provide safety, transparency, and collaboration for everyone.
- <u>Empowerment:</u> We will strive for everyone to have a voice and participate in their own care.

What is the Crisis Now Framework? Someone to Talk to, Someone to Respond and a Place to Go Crisis Response Center Crisis Call Center Mobile Crisis Team Stabilization Stabilization

Development

- Funded through an Alcohol Tax voted on by the Municipality in November 2020
- Worked with Stakeholders
- Contacted other programs
- Developed dispatching protocols
- SAMHA's best practices, a master's level mental health clinician and a non law enforcement response; evidence-based interventions utilized
- Went Live June 2021
- Current budget is within operations

Staffing a Mobile Crisis Team

- Started with 2 Master's level Mental Health Clinicians and 2 assigned paramedics to the team. Available 7 days a week 10am to 7:30pm
- Currently 3 Licensed Master's level Mental Health Clinicians and 1 Clinical Supervisor
 - One team on at a time 7 days a week from 9am to 9pm
 - Piloting a night shift 9pm to 9am for 24-hour availability 3 days a week
 - This is currently found to be successful averaging about 5 calls a shift
 - Will be looking at expanding to 24/7
 - All shifts are now staffed with operations personnel on overtime

Challenges to Overcome

- Integrating Mental Health Clinicians into the fire department culture and into a fire station
 - Currently the AFD MCT is now fully engaged with operations and responds from a fire station
- Identifying funding sources and recruiting qualified mental health providers
- Creating dispatching protocols
 - Recommend doing this with police/fire dispatch and stakeholders
 - Understanding where the need is within in the community will guide dispatching
- Training for mental health clinicians
 - There is limited training available for crisis work, often having to hire people with experience and/or creating own training programs

AFD Mobile Crisis Team Dispatch

The individual meets one of the following criteria:

■ The individual has suicidal ideations with no immediate plan or means

OR

■ The individual is in emotional distress (anxiety, panic attack, grief, fear, etc.)

MOBILE GRISIS TEAM OR

The individual is having a behavioral health crisis and a police response is NOT needed. This can include: being out of medications, experiencing hallucinations, PTSD symptoms, manic symptoms, unusual behavior that is not aggressive, or an individual seeking resources



What a Caller Can Expect

- An EMT/Paramedic and a Master's level mental health clinician
- A medical and mental health assessment
- Brief Therapeutic Interventions, Safety Planning, psychoeducation, and medical education
- Providing emotional support/de-escalation
- Risk Assessments and referrals for support in the community and mental heath resources
- Provide a warm handoff at the hospital if needed

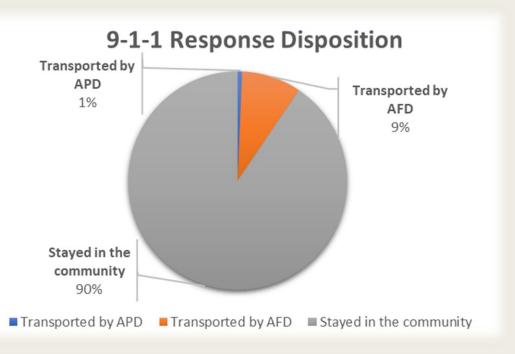


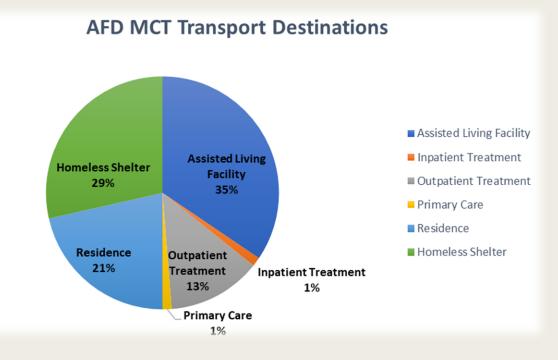
AFD MOBILE CRISIS TEAM

2023 ANNUAL REPORT

Data from 2023

| * Total Responses | 3,634 |
|---|------------|
| Total 911 Responses | 3,022 |
| Average Response time | 37 minutes |
| Average time spent on scene | 30 minutes |
| Current Average Calls per day | 10.6 |
| * Municipality of Anchorage total population is about 300,000 & covers 1,961 square miles | |

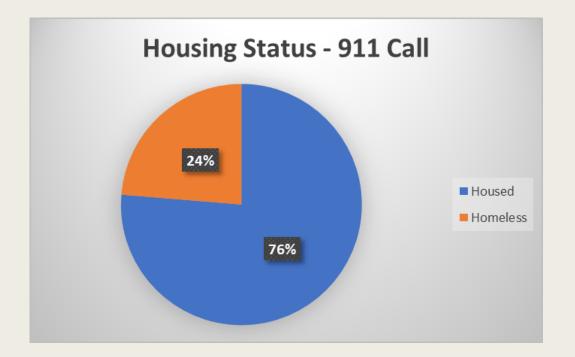




Individuals

MCT interacted with 990 unduplicated individuals

- 113 had 3 or more contacts
- 110 had 5 or more contacts



| Individuals served by AFD MCT | |
|-------------------------------|-----|
| Ages 0 - 14 | 3% |
| Ages 15 – 24 | 15% |
| Ages 25 – 34 | 18% |
| Ages 35 – 44 | 16% |
| Ages 45 – 54 | 11% |
| Ages 55 – 64 | 11% |
| Ages 65+ | 13% |
| Unknown | 13% |

MCT: Law Enforcement, AFD Operations, & 988

- Law enforcement was on scene 181 times
- Law enforcement requested MCT 140 times
 - APD transported 12 times
- AFD Line Operations requested MCT 145 times
- 42 calls transferred from 988 and 3 VA Crisis Line
- ZERO incidents of injury or harm to the team, client, or other community members

AFD MCT Data Consumer Satisfaction Survey

Were you satisfied with AFD MCT services?

Did the AFD MCT treat you with respect?

Was AFD MCT helpful?

"Yes" 100%

"Yes" 100%

"Yes" 97%

"They are incredible, working with MCT is better than working with the FBI."

"Having [AFD MCT] come out is way better than going to the hospital."

"I was able to make my appointment thanks to them."

"They were awesome, they remembered who I was, which made me feel humanized."

"They were a god send. They even came back the next day to check on me, I was in really bad shape."

"They were 100% great and helpful! I'm used to dealing with police and stuff, so they were really great about making sure I knew it was all confidential and understanding the situation."





MCT in the Community

- Maintain open communication with community stakeholders
- Attended mental health awareness events
- Provided de-escalation and trauma informed trainings for Fire/EMS
- Provide de-escalation and trauma informed care trainings to stakeholders
- Create Response Plans and collaborated with crisis line 988
- Mental Health First Aide for Fire/EMS classes

